

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Wiscraft, Inc.

Wisconsin Manufacturing Extension Partnership

Wiscraft Achieves Iso 9001:2000 Certification

Client Profile:

Wiscraft is a non-profit organization manufacturing two distinct lines: contract assembly machining and packaging for Wisconsin companies, and proprietary products to the U.S. government. The company was founded in 1903 and has a 50-person workforce, 75 percent of which is blind.

Situation:

Wiscraft wanted to improve the organization of its business and incorporate continuous improvement and quality practices in day-to-day operations. The company called the Wisconsin Manufacturing Extension Partnership (WMEP), a NIST MEP network affiliate, for help obtaining ISO 9001:2000 certification.

Solution:

When WMEP began working with Wiscraft, its processes were not documented, which created variability in its procedures and products. As a result, efficiency and productivity suffered. WMEP organized a team of Wiscraft employees to lead the project, and made sure everyone in the organization was involved in the change. Then, WMEP identified and conducted the appropriate training for the company's needs, thereby ensuring a consistent knowledge base. WMEP led the ISO team through a company self-assessment, helped build a project management schedule, and offered input and advice throughout the implementation of the processes. The unique needs of the Wiscraft workforce led WMEP to make two minor adaptations to the project methodology: the improvements to manufacturing operations depend on touch and feel rather than on a traditional, visual approach; and training and documentation procedures use audio formats. Thanks to Wiscraft's hard work, the company successfully achieved its ISO certification, one of the first non-profit businesses to do so.

Results:

Achieved ISO 9001:2000 certification.

Penetrated new markets and added new, high-quality customers.

Realized an overall bottom line impact of over \$2.3 million in sales and cost savings.

Improved employee morale.

Testimonial:

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"[Thanks to the Wisconsin Manufacturing Extension Partnership] they [the employees] have become more diligent, organized, consistent, and systematic in their processes. All is easier to manage because I'm confident we maintain our systems--it's been wonderful!"

Bill Piernot, President